

Part H: Glossary of Terms and Acronyms

ABC	Activity Based Costing
ACOE	Army Communities of Excellence
ACSIM	Army Chief of Staff for Installation Management
APIC	Army Performance Improvement Criteria
BSC	Balanced Scorecard
BOD	Board of Directors
CA	Commercial Activities (A76)
CLS	Common Levels of Support
CSR	Customer Service Representative
DA	Department of the Army
DMWR	Directorate, Community Services
DCTEE	Detrick Center for Training and Education Excellence
DIS	Directorate, Installation Services
FD	Fort Detrick
HAZMAT	Hazardous Materials
HR	Human Resources
HMMP	Hazardous Materials Management Program
KBD	Key Business Driver
KP	Key Process
IMA	U.S. Army Installation Management Agency
IMAP	Installation Management Action Plan
ISR	Installation Status Report
MBNQA	Malcom Baldrige National Quality Award
MC	Medical Corps
MEDCOM	Medical Command
MEO	Most Efficient Organization
MRMC	Medical Research and Material Command
MS	Medical Service
MRO	Maintenance, Repair and Operations
MWR	Morale, Welfare and Recreation
NERO	Northeast Region Office, IMA
ODC	Ozone Depleting Chemicals
PAO	Public Affairs Office
PAT	Process Action Team

PBAC	Program Budget Advisory Committee
PDCA	Plan, Do, Check, Act
PM	Preventative Maintenance
POC	Point of Contact
POM	Program Objective Memorandum
QOL	Quality of Life
R&A	Review and Analysis
RM	Resource Management
RPPBWG	Real Property Planning Board Working Group
SBC	Service Based Costing
SEIPO	Safety, Environment, and Integrated Planning Office
SP	Strategic Plan
SWOT	Strengths, Weaknesses, Opportunities, Threats
TAQ	Total Army Quality
USAG	US Army Garrison